Disability Access and Inclusion Plan (DAIP) Progress Report 2017–2018
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Public authorities are required to report each year on their progress in implementing their Disability Access and Inclusion Plans (DAIPs).

The Minister for Disability Services uses the information provided to develop a report that showcases the work being done by public authorities across Western Australia, highlighting examples of best practice and demonstrating the value of DAIPs. This report is tabled in Parliament and made available by the Department of Communities.

The DAIP officer for each public authority will be invited by email to use the online reporting system. If you require an invitation with a link to the online survey please contact access@dsc.wa.gov.au.

Alternatively, please complete this form and return it and the report by email or mail to:

Mail: Access and Inclusion Team  
Department of Communities  
PO Box 441  
West Perth WA 6872  

Email: access@dsc.wa.gov.au
Disability Access and Inclusion Plan (DAIP) Progress Report 2017–2018

Name of public authority:

Name of contact person:

Phone number:

Email:

Please forward to the Department of Communities by Monday 2 July 2018.
Reporting progress for each outcome area

The following pages ask about the strategies your organisation planned and implemented for each DAIP outcome area.

The strategies your organisation planned are the ones it intended to implement at any stage during the year, even if they were not part of a formal plan at the beginning of the year. The strategies your organisation implemented are the ones that were then carried out, even if they do not have a fixed end date or proved ineffective. These rules allow us to calculate how many strategies were implemented out of the total number planned and compare it to previous years.

People with disability continue to experience challenges and barriers to economic participation. To contribute to the knowledge of how to address the challenges faced by people with disability, we would ask you to complete the employment section under Outcome 7 of SurveyMonkey or in the hard copy of the progress reporting template.

We hope to highlight the initiatives and innovation that have been undertaken to achieve employment opportunities for people with disability, and gain a better understanding of the barriers faced by organisations in employing people with disability.

You will be asked to evaluate your strategies as either:

- Implemented and highly effective
- Implemented and somewhat effective
- Implemented but ineffective
- Implemented but not yet evaluated
- Not implemented.

A strategy was effective if it supported access and inclusion for people with disability.
Example:

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 1: ‘People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.’

<table>
<thead>
<tr>
<th>Total number of strategies planned (whether implemented or not):</th>
<th>10</th>
</tr>
</thead>
</table>

Out of those strategies, how many were:

<table>
<thead>
<tr>
<th>Implemented and highly effective?</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implemented and somewhat effective?</td>
<td>1</td>
</tr>
<tr>
<td>Implemented but ineffective?</td>
<td>0</td>
</tr>
<tr>
<td>Implemented but not yet evaluated?</td>
<td>0</td>
</tr>
<tr>
<td>Not implemented?</td>
<td>1</td>
</tr>
</tbody>
</table>

Photographs:

If you have photographs, the Department of Communities (Communities) may be able to use them in the Minister for Disability Services' yearly report on DAIPs. You are welcome to attach them to this document or forward them as separate files. Please note that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A permission form is available on the Communities DAIP reporting web page.
Outcome 1: Services and events

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 1: ‘People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority’.

<table>
<thead>
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<tr>
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</tr>
<tr>
<td>Implemented but not yet evaluated?</td>
</tr>
<tr>
<td>Not implemented?</td>
</tr>
</tbody>
</table>

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

What did your organisation achieve this year in support of Outcome 1?

<table>
<thead>
<tr>
<th>What did your organisation achieve this year in support of Outcome 1?</th>
</tr>
</thead>
</table>
Outcome 2: Buildings and facilities

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 2: 'People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority'.

<table>
<thead>
<tr>
<th>Total number of strategies planned (whether implemented or not):</th>
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<tbody>
<tr>
<td></td>
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</tbody>
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</tbody>
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<table>
<thead>
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</tbody>
</table>

<table>
<thead>
<tr>
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<tbody>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Not implemented?</th>
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<tbody>
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</tbody>
</table>

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

<table>
<thead>
<tr>
<th>What did your organisation achieve this year in support of Outcome 2?</th>
</tr>
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<tbody>
<tr>
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</tbody>
</table>
## Outcome 3: Information

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 3: ‘People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it’.

<table>
<thead>
<tr>
<th>Total number of strategies planned (whether implemented or not):</th>
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<tbody>
<tr>
<td></td>
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</table>

Out of those strategies, how many were:

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<table>
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<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Not implemented?</th>
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<tbody>
<tr>
<td></td>
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</tbody>
</table>

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**What did your organisation achieve this year in support of Outcome 3?**

<p>| |</p>
<table>
<thead>
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<th></th>
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<tbody>
<tr>
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</tbody>
</table>
Outcome 4: Level and quality of service

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 4: ‘People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority’.

<table>
<thead>
<tr>
<th>Total number of strategies planned (whether implemented or not):</th>
</tr>
</thead>
</table>

Out of those strategies, how many were:

<table>
<thead>
<tr>
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<tbody>
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<tr>
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</tr>
<tr>
<td>Not implemented?</td>
</tr>
</tbody>
</table>

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

What did your organisation achieve this year in support of Outcome 4?
Outcome 5: Complaints

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 5: ‘People with disability have the same opportunities as other people to make complaints to a public authority’.

<table>
<thead>
<tr>
<th>Total number of strategies planned (whether implemented or not):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Out of those strategies, how many were:

<table>
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<tr>
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</thead>
<tbody>
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<tr>
<td>Not implemented?</td>
</tr>
</tbody>
</table>

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

<table>
<thead>
<tr>
<th>What did your organisation achieve this year in support of Outcome 5?</th>
</tr>
</thead>
</table>
**Outcome 6: Consultation**

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 6: ‘People with disability have the same opportunities as other people to participate in any public consultation by a public authority’.

<table>
<thead>
<tr>
<th>Total number of strategies planned (whether implemented or not):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Out of those strategies, how many were:

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</table>

<table>
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<tr>
<th>Not implemented?</th>
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<tbody>
<tr>
<td></td>
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</tbody>
</table>

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**What did your organisation achieve this year in support of Outcome 6?**

<p>| |</p>
<table>
<thead>
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</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
Outcome 7: Employment

Please describe the strategies your organisation planned and implemented in 2017–2018 for DAIP Outcome 7: ‘People with disability have the same opportunities as other people to obtain and maintain employment with a public authority’.

<table>
<thead>
<tr>
<th>Total number of strategies planned (whether implemented or not):</th>
</tr>
</thead>
</table>

Out of those strategies, how many were:

<table>
<thead>
<tr>
<th>Implemented and highly effective?</th>
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</thead>
<tbody>
<tr>
<td>Implemented and somewhat effective?</td>
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<tr>
<td>Implemented but ineffective?</td>
</tr>
<tr>
<td>Implemented but not yet evaluated?</td>
</tr>
<tr>
<td>Not implemented?</td>
</tr>
</tbody>
</table>

(These five boxes should add up to the number in the top box on this page, as per the counting rules mentioned earlier.)

<table>
<thead>
<tr>
<th>What did your organisation achieve this year in support of Outcome 7?</th>
</tr>
</thead>
</table>
Agents and contractors

Agents and contractors must comply with your organisation’s DAIP when undertaking work involving interaction with the community. Please tell us how you have supported agents and contractors in 2017-2018. (Contract employees should not be considered as contractors for this report.)

For 2017–2018, how have you informed agents and contractors about your DAIP? (Please tick)

<table>
<thead>
<tr>
<th>Provided a copy of your agency DAIP</th>
<th>☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provided a link to the DAIP on your website</td>
<td>☐</td>
</tr>
<tr>
<td>Sent a letter</td>
<td>☐</td>
</tr>
<tr>
<td>Referenced in a contract(s)</td>
<td>☐</td>
</tr>
<tr>
<td>Referenced in a contract variation(s)</td>
<td>☐</td>
</tr>
<tr>
<td>Included requirement in funding/sponsorship agreements</td>
<td>☐</td>
</tr>
<tr>
<td>Other (please describe)</td>
<td></td>
</tr>
</tbody>
</table>

How do agents and contractors report progress of outcomes to you? (Please tick)

| Through internal annual progress reporting systems (email, meetings etc.) | ☐ |
| Completing a contractor progress reporting template | ☐ |
| Did not report (please explain) | |
Please provide a description of any significant DAIP strategies undertaken by your organisation’s agents and contractors in 2017—2018.
# Challenges

What challenges did you experience with strategies that were planned but not implemented? (Please tick)

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Ticked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgetary constraints (please explain)</td>
<td>☐</td>
</tr>
<tr>
<td>Lack of support / input and feedback from the community (please explain)</td>
<td>☐</td>
</tr>
<tr>
<td>Difficulties with contractor or agent input (please explain)</td>
<td>☐</td>
</tr>
<tr>
<td>Difficulties coordinating strategies/initiatives (please explain)</td>
<td>☐</td>
</tr>
<tr>
<td>Other (please explain):</td>
<td>☐</td>
</tr>
</tbody>
</table>

If you would like to provide more information about the challenges your organisation faced, please do so below.
Feedback

How would you rate your overall satisfaction with the quality of service provided by the Communities Access and Inclusion team? (Please tick)

<table>
<thead>
<tr>
<th>Satisfaction with quality of service provided</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very unsatisfied</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

Do you have any comments or feedback about the Access and Inclusion team?

What factors influenced your decision to report via this document instead of the online reporting system? (Please tick)

<table>
<thead>
<tr>
<th>Reason</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Not sure how to use the online reporting system</td>
<td>□</td>
</tr>
<tr>
<td>Did not have access to a reliable computer or internet connection</td>
<td>□</td>
</tr>
<tr>
<td>Not sure how to share an online report with colleagues</td>
<td>□</td>
</tr>
<tr>
<td>Wanted to adjust the format of the report</td>
<td>□</td>
</tr>
<tr>
<td>Prefer to use pen and paper</td>
<td>□</td>
</tr>
<tr>
<td>Other (please describe)</td>
<td></td>
</tr>
</tbody>
</table>